

DSS EVV Employee FAQs: Updated 4/22/2021

1. What happens if we do not use EVV after June 30, 2021?

DSS: Failure to use the EVV system by June 30, 2021 for every shift worked will result in no longer being paid with Medicaid funds after June 30, 2021. If you choose to be an employee after that date, you will need to reapply for your position. Using EVV is now a condition of employment.

2. What happens if we use EVV for most shifts, but I miss or forget 1 shift?

The expectation is that you use the EVV system for every shift worked but DSS understands that there will be times when this may not occur. DSS will not disenroll an employee for missing one shift.

3. How will we know if we're using EVV correctly?

Employees can log into their portal account <https://evv.sandata.com/VM/Login> and view all visits to ensure the time worked is captured correctly. Additionally, DSS is looking into a way to notify employees that they are correctly using EVV.

4. When can I move from using both paper timesheets and EVV to using EVV exclusively?

Currently you must use EVV and complete paper timesheets. Your employer and you will be notified by Allied when you are able to move off paper timesheets.

5. What if someone wants to continue using paper timesheets as a backup indefinitely?

Once it is determined that a provider no longer has to submit timesheets, it is ok for a provider to keep back up paper documentation of time in and time out while using EVV. Allied has created a template which can be used if the provider chooses to do so. Please remember to keep using paper timesheets with EVV until you are told by Allied you can move off paper timesheets. When you are no longer using paper timesheets you will not need to submit the paper backup to Allied. You may keep this for your own records.

6. How is the time adjusted if the clock in and clock out is inaccurate?

The employee, employer, Allied or a Support and Planning Coach can adjust time in and time out for a visit. This is done through the portal. The employer, Allied or a Support and Planning Coach can approve the change. The employee cannot.

7. If the consumer is not with you when you are signing out, how does the Employer of Record verify the visit?

At this time the employer is not required to verify the visit. Employees may skip this step at the end of the visit. The visit may be completed without the employer/EOR approving the time in and time out.

In the future when visit verification is required and the consumer is unavailable when you are checking out, the EOR may approve the visit through the portal after the visit has occurred.

8. What if my consumer cannot access the portal to verify visits?

Currently DSS does not require the consumer to verify visits. In the future when this is required if the consumer can't verify at the end of the visit they may reach out to Allied for assistance or work with a Support and Planning coach to verify the visits through the portal.

9. Can there be a special line set up to assist with EVV?

DSS agrees this is a good idea and will look into this suggestion.

10. What do I do if my consumer refuses to use EVV?

It is the responsibility of the PCA is to use EVV. This is required by the federal government. In this initial phase of implementation however, consumers do not have to use the EVV system. Over the next several months this will change, and consumers will be required to approve the PCA time worked through the EVV system. DSS will work with the consumer if the consumer refuses to use EVV and provide appropriate support.

11. How do employees access languages other than English on the app, TVV, and the portal?

Currently, TVV offers both English and Spanish. In the near future, both TVV and the SMC app will be in English, Spanish, Polish, Russian, Hindi, Chinese, and Egyptian. The associated TVV Toolkit and SMC Guide will be translated in these same languages. The portal will remain in English only.

12. How do employees who are sight-impaired use EVV?

A magnifier may be an option or there is a commercial application called JAWS. Someone who is blind or visually impaired would have it installed on their device for use in all supporting applications. However, there is a cost associated with this application and DSS may be able to cover the cost

If no other options are available, the consumer/employer may enter the visits manually into the portal with special approval from DSS.

Below are free of charge options:

- If a person is legally blind, that person can access BESB @ (860) 602-4000
- IOS and Androids have accommodation software built into the phones, including magnifiers.
- Windows and Mac (if using a computer) have narrator applications.
- Big Magnify is an app for smartphones and it is free.

13. If my Consumer-Employer has an intellectual disability and is unable to verify visits using EVV, how will they be supported?

Authorized reps may have access to the verify visits on behalf of the consumer employer. The consumer-employer can also work with a support and planning coach or Allied Community Resources.

13. If my consumer needs a support and planning coach to help with EVV, how will they hire one? How is it funded?

Support and Planning Coach is funded by Community First Choice. If a consumer needs a Support and Planning Coach they should talk to their care manager.

The DSS consumer or EOR may contact their care manager at the appropriate access agency below.

- **Western Connecticut Area on Aging (WCAA) (203) 465-1000**
- **South Western Connecticut Area on Aging (SWCAA) (203) 333-9288**
- **Agency on Aging of South Central CT (AASCC) (203) 785-8533**
- **Connecticut Community Care (CCCI) 866-845-2224**

14. What safeguards are in place to prevent the EVV app GPS from tracking everywhere that I go?

The SMC app is designed to only capture the GPS coordinates at the start of the visit and the end of the visit. The mobile app does not track location in the middle of a shift.